



Service Bulletin

File in Section: -

Bulletin No.: 17-NA-345

Date: November, 2017

TECHNICAL

Subject: Steering Jerks, Kicks, Whips or Locks Up

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2015	2017	See Break Points Chart Below		All	All
Chevrolet	Suburban Tahoe Models	2015	2017			All	All
Chevrolet	Silverado (Light Duty)	2015	2018			All	All
GMC	Sierra (Light Duty)	2015	2018			All	All
GMC	Yukon Models	2015	2017			All	All

Break Points Based on Build Location

Location	From	To
Arlington	SOP	1GYS4DKJ3JR100207
Flint	SOP	1GCUKREC0JF108264
Ft. Wayne	SOP	1GCNKNEC1JZ134433
Silao	SOP	3GTU2NECXJG143448

Involved Region or Country	North America and Export Regions
Condition	Some customers may comment on a temporary loss of electric power steering (EPS) assist followed by a sudden return of EPS assist, particularly during low-speed turning maneuvers. The loss and sudden return of EPS assist typically happens within a 1 second period and is caused by an electrical/software issue.
Cause	This may be due to a sudden loss of voltage to the EPS system, the EPS turns off and then back on as the voltage returns when the EPS load is removed.

Correction	<p>To prevent the sudden loss of assist, a revised EPS module software has been developed to reduce the severity of the toggling event. Dealers will reprogram the EPS module software.</p> <p>Note: For vehicles that exhibit this condition or any of the following additional conditions, please refer to latest version of #PIT5405C: Steering Jerks Or Kicks Back / Reduced Power Steering Assist / Engine Stall / No Start / Service Stabilitrak / IPC / Radio / HVAC Goes Blank Various DTCs:</p> <ul style="list-style-type: none"> • Service Stabilitrak message with warning chime • Engine stall • IPC going blank or inoperative • Radio/ICS going blank • HVAC going blank • Hood ajar message and/or dome lamps flash when shifting into reverse • Alarm sounds when locking doors or door locks cycling • Wipers continue to run for a short time after turning off and then stop/park in the incorrect location • Any of the following DTCs: U0073, U0078, U0029, U0028, U0415, U0140, U0126, U0121, U0101, U0100, C0544, C0710, U1510, B127B, B2605, B3600, C0800, U0428, U0452, U0131, and P0513
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Service Procedure

If you encounter a vehicle with the above concern, reprogram the power steering control moldue. Refer to *Power Steering Control Module Programming and Setup* in SI.

Important: Carefully read and follow the instructions below.

- DO NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt

programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.

- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.
- Refer to *Power Steering Control Module Programming and Setup* for additional information on programming.

Parts Information

No parts are needed for this condition.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2810625	Power Steering Control Module Reprogramming with SPS	Use Published Labor Operation Time

Version	1
Modified	Released November 03,2017